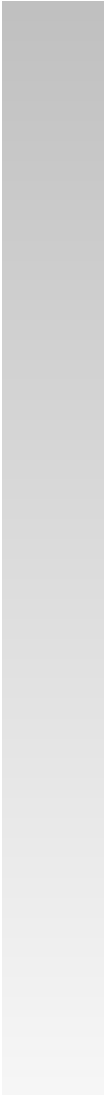




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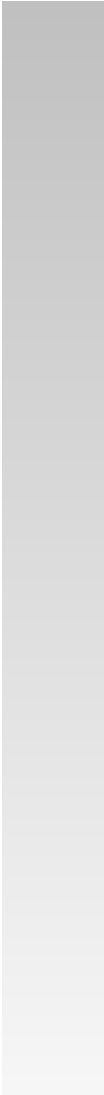
## **S1 Enhance Customer Service**

- 
- Establishing a mechanism for learning about the customer,
  - distributing the information, &
  - using it in service strategies.



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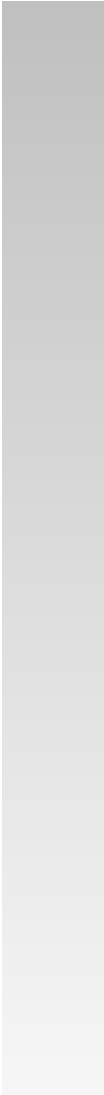
## **S2 Enhance Customer Service**

- 
- Establish customer communication plan and
  - mechanism for reaching all customers.



---

## **S3 Enhance Customer Service**

- 
- Obtain customer input
  - develop service standards,
  - solicit feedback,
  - act on the feedback.



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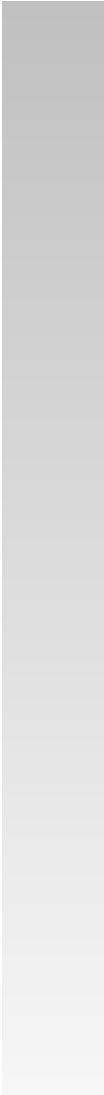
## **S4 Enhance Customer Service**

- Utilize resources at hand to the fullest extent to meet customer needs
- Utilize equip (phone, v- & e- mail) to enable customer service
- Create environment to fee, encourage & enable people to use technology



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## **S5 Enhance Customer Service**

- 
- Standardize ABS Minneapolis emergency response and preparedness.



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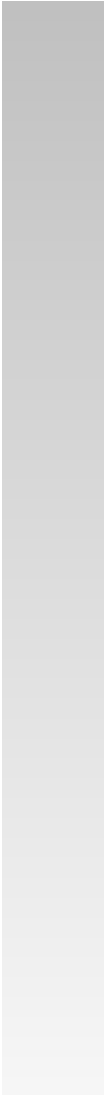
## **S6 Enhance Customer Service**

- 
- Help our customers maximize their use of Administrative Services.



---

## **TS1 Reap the Benefits of Teaming**

- 
- Define roles of ABS-Minneapolis and align the organization based on achieving vision, support of the organizational strategies, and customer service.



---

## **TS2 Reap the Benefits of Teaming**

- Evaluate the structure, team size, authority.
- Design structure to enable people to achieve the vision & uphold our customer service values.



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## **TS3 Reap the Benefits of Teaming**

- 
- Strengthen our process to recruit a diverse work force and embrace cultural differences.



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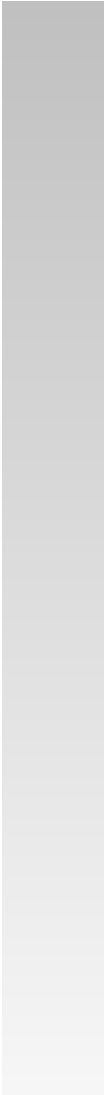
## **TS4 Reap the Benefits of Teaming**

- Build capacity on individual and team basis
- Establish maintenance plan for support of learning, skill development, acquiring knowledge, & gaining ability



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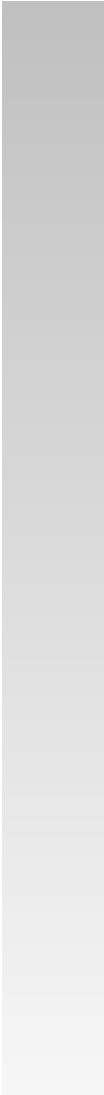
## **TE1 Reap the Benefits of Teaming**

- 
- Build a community of service providers, working and learning together



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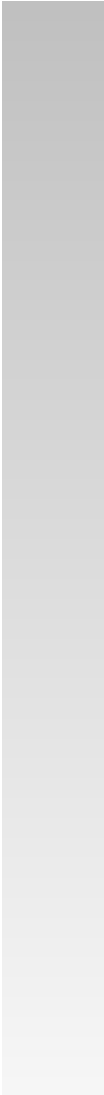
## **TE2 Reap the Benefits of Teaming**

- 
- Establish an environment within ABS-Minneapolis where all people have equal responsibility to provide excellent service.



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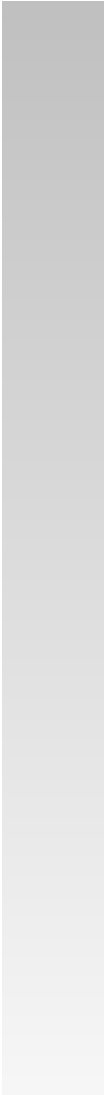
## **TE3 Reap the Benefits of Teaming**

- 
- Build a communication bridge between and among management, teams, and individuals



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## **TE4 Reap the Benefits of Teaming**

- 
- Maximize work environment--  
establish guidelines that  
enhance our service and morale  
(WAH, flexiplace, flexitime)



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# **Integrate Quality Ideals**

## **QE5**

- Develop a office-wide mechanism to recognize and publish accomplishments in 1999
- Share, celebrate, & reward success
- Learn from failure
- Reach Milestones (indiv, team, X-team, & org)



---

# **Integrate Quality Ideals**

## **QS5**

- Learn from others (internal & external) and apply various methods to discover best practices, possibilities, and opportunities
- Conduct quality, reinv, & cust service orientations/workshops
- Apply tools for realizing new opps, prob/solu definition, manage risks, info gather track trend mktg etc



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# **Integrate Quality Ideals**

## **QS6**

- Demonstrating quality ideals:
- Display & publish goals & progress
- Clearly define problems
- Quick, innovative problem resolutions



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# **Integrate Quality Ideals**

## **QS7**

- Establish a group of project leaders and volunteers to ensure progress, share, support, energize, etc.



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# **Take Advantage of Tools**

## **AT1**

- Identify barrier(s) within a new or existing process that can be eliminated through use of an existing or new "tool" or "method".



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# **Take Advantage of Tools**

## **AT2**

- Give each ABS-Minneapolis member 15% time to use at their discretion for work on improvements, partnership/collaborative work, cross-functional improvement projects, develop new services, etc.



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## **Take Advantage of Tools**

### **AT3**

- Collaborate with Hub Transition teams to identify opportunities (e.g., enhance existing activity, add new activity, eliminate redundancy) for ABS-Minneapolis resources.



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# **Take Advantage of Tools**

## **AT4**

- Establish Waiver liaison(s) to help ID, strategize, work thru roadblocks, develop collaborations, etc., to get innovations implemented.
- Each ABS-Minneapolis service ID a business process that can be improved through use of waivers & proceed to demonstrate.



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## **Take Advantage of Tools**

### **AT5**

- Demonstrate instance(s) where ABC-derived decisions improve a customer service activity.



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# **Take Advantage of Tools**

## **AT6**

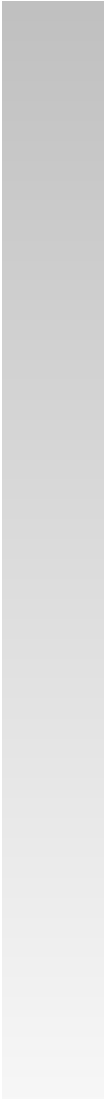
- Address how organization will develop partnering ABS-Minneapolis establish at least one partnership that improves customer service and publicize the results of the improvement.



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# **Take Advantage of Tools**

## **S4**

- 
- Create an environment where people are free, encouraged, & enabled to use technology.